



MOHANRAJ MURUGESAN

Housekeeping Manager

CONTACT

(+91) 7593835150,
(+91) 99442444142



Mohanraj86m@gmail.com



Canal Road, Thrikakkara,
Ernakulam - 682021,
Kerala, India



Mohanraj86m



EDUCATION

M. Sc Tourism & Hospitality,
Madurai Kamaraj University
2011 - 2013

Diploma in Hotel Management &
Catering Technology
Associate's Degree/College Diploma
SRM University
2003 - 2006

KEY SKILLS

- ✧ Analytical Thinking, Planning
- ✧ Vendor Management
- ✧ Customer Service Excellence
- ✧ Strategic Planning, Thinking
- ✧ Budget administration, Planning
- ✧ Payroll Planning, Management
- ✧ Problem Solving
- ✧ Cost Optimization Strategies
- ✧ Inter-department collaboration
- ✧ Training and mentoring
- ✧ Team Building & Management
- ✧ Performance improvements
- ✧ Employee evaluations, Appraisals

SUMMARY

Result oriented person, accepting challenges is the foundation of my experiences and I drive it with confidence. I am a committed individual with pride in being direct, spontaneous and communicative. From past experiences and knowledge I have acquired persuasive techniques that can indeed influence the team in completing the assigned tasks with a joy moreover and established daily operation work procedures that provided strategic directions to ensure the progress and deadlines of projects were met.

OBJECTIVE

To obtain a Career in an organization where mutual growth & opportunities for professional and personal development with adding value to the business through professional knowledge & experience.

PROFESSIONAL EXPERIENCE

Various Roles / MARRIOTT INTERNATIONAL / Oct 2014 - Present
HOUSEKEEPING MANAGER / HOD / Pre-opening / July 2018 - Present
Four Points by Sheraton Kochi Infopark / Kerala / India
5 star / 218 rooms
HOUSEKEEPING MANAGER / SEP 2017 - JUL 2018
LAUNDRY MANAGER / Pre-opening / Oct 2014 - Aug 2017
Kochi Marriott Hotel / Kerala / India
5 star Deluxe / 273 rooms

MANAGING OPERATIONS

- ✧ Performs half yearly self-Audit of Property Certification.
- ✧ Works effectively with the Engineering department on guestroom maintenance needs.
- ✧ Overlooking the Front Office department.
- ✧ Conducts the divisional meetings such as GSS, Pre-Arrival & Division's P&L.
- ✧ Conducting the property walk around for the maintenance and upkeep, Cleanliness.
- ✧ Supervises the property general cleaning schedule.
- ✧ Rosters & Discharges to prepare work assignments.
- ✧ Supervising daily Housekeeping shift operations and ensures compliance with all housekeeping policies, standards and procedures.
- ✧ Ordering of guestroom supplies, cleaning supplies and uniforms.
- ✧ Supports and supervises an effective inspection program for all guestrooms and public space.
- ✧ Ensures all employees have proper supplies, equipment and uniforms.

AWARDS

Nominee for BRILLINANT
HOST MANAGER for 2016
Kochi Marriott Hotel

SPECIAL BUSINESS
CONTRIBUTION FOR
EXCELLENCE SERVICE / 2013
Ibis Novotel Bengaluru Techpark

ACHIEVEMENTS

- ✧ CLEANLINESS CHAMPION for the Property to ensure the New Normal cleaning, SOP's and training's are implemented at the property & Completes the Self Audit certification.
- ✧ Maintaining the cleanliness score (in GSS) of 83.5% in 2020 & Achieved 82.8% for 2019 and Trending at 80.2% for 2021.
- ✧ Scored 94.6% for operations & 99.4% for Brand in mystery shoppers brand standard audit 2019 with Green Zone.
- ✧ Maintains the social media scores for cleanliness is 5/5 on Trip Advisor, 9.3/10 on Booking.com, 4.7/5 on Expedia & MMT.
- ✧ Achieved the room's profitability of 79.4% for 2020 with ARR of 3003 & 79.5% for 2019 with ARR of 3893.
- ✧ Reduced the CPOR from 979 in 2019 to 572 in 2020 to achieve the room's division flow through of 20.7%.

MANAGING FINANCIAL

- ✧ Comprehends budgets, operating statements and payroll progress reports as needed to assist in the financial management of the Rooms division.
- ✧ Managing the division's controllable expenses to achieve or exceed budgeted goals.
- ✧ Understands the impact of division / department's operations on the overall property financial goals and objectives and manages to achieve or exceed budgeted goals.

CUSTOMER SERVICE

- ✧ Meets the VIP & Long stayers during course of the stay
- ✧ Responds to and handles guest problems and complaints.
- ✧ Strives to improve service performance by reviewing the process time to time.
- ✧ Empowers employees to provide excellent customer service.
- ✧ Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement.

HUMAN RESOURCES ACTIVITIES

- ✧ Performing the employee performance appraisal process & supporting the peer Review process.
- ✧ Supervises staffing levels to ensure that guest service, operational needs, and financial objectives are met.
- ✧ Ensures employees understand expectations and parameters.
- ✧ Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOP's and LSOP's).
- ✧ Observes service behaviors of employees and provides feedback to individuals.

ASST. EXECUTIVE HOUSEKEEPER / Pre-opening / Sep 2013 – Oct 2014
Sivaraj Holiday Inn Salem / Tamil Nadu / India
4 star / 78 rooms

- ✧ ADMINISTRATION: Prepares a monthly forecast for the housekeeping & Laundry department by coordinating with various other departments. Maintaining annual budgets for the housekeeping & Laundry department, maintaining capital expenditures, and planning various housekeeping strategies.
- ✧ QUALITY ASSURANCE: Conducting quality inspections of public areas, guest rooms, corridors, washrooms, etc. also checks out the laundry, Linen & Uniform to ensure its proper functioning.
- ✧ HUMAN RESOURCES: Conducting interviews in coordination with the human resource department. Trains associates with essential training and guides them with the company policies, rules, and regulations & monitors staff performance and giving performance appraisals accordingly. Participates in employee progressive discipline procedures.
- ✧ EXPENSE CONTROL: Effectively manages all the expenses and maintaining the record of the same. Reviews monthly consumption of Guest Supplies, chemicals, linen par stock and other operational items. Place the orders based on the forecast and consumption for upcoming month.
- ✧ GUEST SATISFACTION: Attaining the satisfaction by anticipating the needs of guest and analyzing the feedback from Guests and team members to elevate the satisfaction levels.

PERSONAL DETAILS

DOB : 06th June 1986

Languages : Tamil, English,
Hindi &
Malayalam

Nationality : Indian

Religion : Hindu

Marital Status : Married

Address : 139/81, PGR Line
cross Road, Gugai,
Salem - 636006,
Tamil Nadu, India.

Passport No : T5592854

Issued Place : Cochin

Expiry : 10th June 2029

ASSISTANT LAUNDRY MANAGER / Feb 2013 - Sep 2013
Ibis Novotel Bengaluru Outer Ring Road / Karnataka / India
Ibis / 4 star / 311 rooms
Novotel / 5 star / 215 rooms

LAUNDRY MANAGER / Pre-opening / Apr 2012 - Feb 2013
Radisson Salem / Tamil Nadu / India
4 star / 128 rooms

TEAM LEADER LAUNDRY / Sep 2011 - Mar 2012
Hyatt Regency Chennai / Tamil Nadu / India
5 star deluxe / 325 rooms

JR. LAUNDRY SUPERVISOR / Oct 2009 - Aug 2011
Holiday Inn Abu Dhabi / United Arab Emirates
4 star / 203 rooms

HOUSEKEEPING ATTENDANT / Feb 2008 - Sep 2009
Trident Chennai / Tamil Nadu / India
5 star / 167 rooms

GSA - HOUSEKEEPING / Oct 2006 - Feb 2008
Courtyard by Marriott Chennai / Tamil Nadu / India
4 star / 242 rooms

DECLARATION

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

MOHANRAJ MURUGESAN